



Goddard Procedures and Guidelines

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Title: SUPPLIER PERFORMANCE EVALUATIONS

PREFACE

P1. PURPOSE

This instruction establishes requirements for the collection, reporting and use of supplier performance data for Goddard Space Flight Center (GSFC) purchases.

P2. APPLICABILITY

This procedure is applicable to acquisitions of products or services within the scope of the GSFC Quality Management System (QMS).

Acquisitions from the Federal Prison Industries, from Nonprofit Agencies Employing People Who Are Blind or Severely Disabled, and through Inter-governmental agreements, shall not be evaluated.

P3. AUTHORITY

NPD 8730.3 NASA Quality Management System Policy

P4. REFERENCES

- a. Federal Acquisition Regulation (FAR)
- b. NASA Federal Acquisition Regulation Supplement (NFS)
- c. GPG 5100.1, Procurement
- d. GPG 5100.4 Supplier Quality Audits
- e. GPG 4520.2 Incoming Inspection and Test

P5. CANCELLATIONS

GPG 5100.2, Supplier Performance Records

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT

<http://gdms.gsfc.nasa.gov/gdms> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

P6. RECORDS

Quality Record Title/Number	Responsible for Completion	File Location	Retention Period
Supplier Performance Records NF 1680	Contracting Officer	(a) Contract File (Original) (b) Records Database (Copy)	(a) Life of Contract (b) 3 Years

PROCEDURE

1. Definitions

- a. Contract - The term “contract” as used in this document, refers to any purchase as defined in the Federal Acquisition Regulations (FAR).
- b. Contracting Officer (CO) - A person, appointed in accordance with the FAR, with the authority to enter into, administer, and terminate contracts and make related determinations and findings. Unless prohibited by FAR regulations, CO duties may be delegated to a contract specialist or contract administrator.
- c. Contracting Officer’s Technical Representative (COTR) - A person exercising authority and responsibility delegated by the CO. This individual represents the CO in the daily surveillance of the contractor, and provides overall technical management of the contract.
- d. Contractor - Anyone providing products or services to GSFC under a contract.
- e. Subcontractor - For the purposes of this procedure, an entity providing products and services through another contractor to GSFC.
- f. Initiator - The person within the requiring organization who is responsible for initiating the purchase request.

2. Implementation

The reporting of Supplier Performance is accomplished by following the policies and procedures outlined in the FAR and NASA FAR Supplement. Supplier performance data, whenever available, shall be used in the evaluation of potential suppliers and subcontractors (see GPG 5100.1, Procurement Process). Supplier and subcontractor performance data shall be recorded during and at the completion of contract performance. Roles of the various organizations and personnel involved vary directly and significantly with the phase of the particular purchase, as identified in subsequent paragraphs. As it pertains to future source selection purposes, a potential supplier’s and subcontractor’s performance under previously awarded contracts, shall be evaluated.

There are various “tools” that can be used in the evaluation of potential sources. These tools can be used for the purposes of market research and the evaluation of past performance of GSFC suppliers. These tools can be very useful when placing task assignments or delivery orders against existing contracts, or calls against Blanket Purchase Agreements (BPA). This procedure is not intended to supersede the requirements of FAR Parts 9, 12, 13, 14, or 15. The tools available for use are:

Receiving Inspection and Test System (RITS)

Non-Conformance Reporting/Corrective Action (NCR/CA) database.

Supplier Audits and Inspections

Contractor Performance Surveys (NASA Form 1680)

2.1 Receiving Inspection and Test System

Located at <http://scylla.gsfc.nasa.gov/rits/>, initiators of purchase requests can query the RITS to determine the performance history of potential suppliers. PR Initiators can evaluate a potential supplier’s delivery performance, as it pertains to meeting delivery schedules, and the results of inspection of products received.

2.2 Non-Conformance/Corrective Action Database

located at <http://scylla.gsfc.nasa.gov/cars/>, initiators of purchase requests can query the NCR/CA Database to determine the performance history of potential suppliers. PR Initiators can obtain information on product non-conformances, including the root cause of the non-conformance and any corrective action as the result of the non-conformance.

2.3 Supplier Audits and Inspections

Initiators of purchase requests can query the NCR/CA system to gain information on supplier audits, as well as In Plant/In Process inspections performed on GSFC suppliers. PR Initiators can obtain information on product non-conformances, including the root cause of the non-conformance and any corrective action as the result of the non-conformance.

2.4 Contractor Performance Surveys

Initiators of Purchase Requests can review the Contractor Survey Reports (NASA Form 1680) of current and former GSFC Contractors to assess the performance history. These surveys evaluate the Contractor’s cost/price, quality, and schedule performance. The information is available by contacting the Source Evaluation Board Coordinator, Code 200.

3. Reporting Performance Data

All GSFC personnel shall document supplier performance in the Receiving Inspection and Test System (RITS) and non-conformances (if any) in the Non-Conformance reporting/corrective action database. Non-conformances include:

- a. Late delivery when delivery was made after the specified delivery date without waiver of the delivery date and such late delivery adversely affects NASA.
- b. Products or services that are not accepted because they do not meet specifications and requirements or are unacceptable for other reasons.

In addition to the above, a Contractor Performance Surveys (NASA Form NF 1680) shall be prepared by the contracting officer for all contracts \$100,000 and above. Within 60 days of the anniversary of the basic contract award having a term exceeding one year, contracting officers shall conduct interim evaluations of performance on contracts. The contracting officer's technical representative (COTR) may be called upon to assist in the evaluation. The final evaluation shall be cumulative.

Suppliers will be evaluated using the following rating scale: 1 (Unsatisfactory), 2 (Satisfactory), 3 (Good), 4 (Very Good), or (5) Excellent. A brief narrative will be provided supporting each rating in each category. The rating categories are: quality of product or service, price or cost control, timeliness of performance, and business relations. These categories evaluate the contractor or subcontractor's record of conforming to contract requirements and to standards of good workmanship; the contractor's record of forecasting and controlling costs; the contractor's adherence to contract schedules, including the administrative aspects of performance; the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the contractor's business-like concern for the interest of the customer.

The technical office, contracting office and, where appropriate, end users of the product or service, shall generally provide input to the evaluations.

Evaluations of contractor performance prepared under this procedure shall be provided to the contractor as soon as practicable after completion of the evaluation, and shall be conducted, as follows, in accordance with FAR 42.1503. Contractors shall be given a minimum of 30 days to submit comments, rebutting statements, or providing additional information. A review at a level above the contracting officer shall be provided to consider disagreements between the parties regarding the evaluation. The ultimate conclusion on the performance evaluation is a decision of the contracting officer. Copies of the evaluation, contractor response, and review comments, if any, shall be retained as part of the evaluation. These evaluations may be used to support future award decisions and all be marked "Source Selection Information". The completed evaluation shall not be released to other than Government personnel and the contractor whose performance is being evaluated during the period the information may be used to provide source selection information.

CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	8/12/98	
A	5/27/99	<ul style="list-style-type: none">• Significant revisions to procedure to more effectively address Section 4.6.2 of ISO 9001.• Document Title Change• Added P6 to Preface to comply with GPG 1410.1